



239712

Complaint Form

Print

Date: 10/3/2012

Complainant or Legal Representative Information: * Required Fields

Name * john r dervay

Firm (if applicable)

Mailing Address * 1114 palmyra drive

City, State Zip * tega cay, sc 29708

Phone * 8032425267

E-mail * jdervay@comporium.net

Name of Utility Involved in Complaint: * tega cay water systems (TCWS)

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input checked="" type="checkbox"/> Other (be specific) protest to rate increase | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: brad kirby

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Due to a water leak in Jan. 2010, I was trapped in my house for 5 days. See attached for details.

RECEIVED
2012 OCT -9 PM 1:31
SC PUBLIC SERVICE
COMMISSION

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

This is another case of the cavalier attitude TCWS has towards their customers. Until they can demonstrate responsible customer service, they should not be allowed to increase the water/sewer rates they are requesting. The PSC cannot reward gross indifference to TCWS customers by approving the requested rate increase.

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF york)

I, john r dervay
Complainant's Name *

verify that I have read my complaint filed on 10/3/2012
Date *

and know the contents thereof, and that said contents are true.

Page 1 of 2

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Processed By	Date
H.E.	

John Dervay

From: John Dervay <jdervay@comporium.net>
Sent: Tuesday, October 02, 2012 11:23 AM
To: 'Kirby, Brad'
Subject: RE: John Dervay Tega Cay complaint 2012-W-1777

For the record, I DID contact them about the ice and they sent an employee who informed me that they had no salt to spread on the ice and that "Food Lion" was out of salt.

From: Kirby, Brad [<mailto:bwkirby@regstaff.sc.gov>]
Sent: Thursday, September 27, 2012 4:50 PM
To: jdervay@comporium.net
Subject: FW: John Dervay Tega Cay complaint 2012-W-1777

Dear Mr. Dervay,

This e-mail is a follow-up to our conversation earlier today, 9/27/12. You requested that I supply you a copy of the Tega Cay Water Service response to the complaint you filed regarding the companies to repair of a winter water leak and subsequent ice over road way. Below is the Tega Cay Water Service's response to the ORS inquiry of your complaint.

If you have any questions, please call me at 1-800-922-1531 ext. 75206

Thank you,

Brad Kirby



Investigator

bwkirby@regstaff.sc.gov
(800) 922-1531 ext. 75206 or
local (803) 737-5206

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From: Elise Christian
Sent: Monday, September 17, 2012 4:29 PM
To: Kirby, Brad; Patrick Flynn; Karen Sasic; Steve Lubertozzi
Cc: Sharpe, April; Campbell, Chad
Subject: RE: John Dervay Tega Cay complaint 2012-W-1777

Dear Mr. Kirby:

This correspondence is in reference to Mr. John Dervay's inquiry concerning a leak in TCWS line near his home at 1114 Palmyra Drive, Tega Cay, S.C. Mr. Dervay stated the leak occurred approximately two years ago. He indicated that the leak flooded his driveway and turned to ICE and he was unable to leave his home because of it.

TCWS record shows that Mr. Dervay called in a leak near his residence on January 6, 2010. Our staff went to the site verified there was a leak and requested underground utilities be located before digging. After the utilities were marked, our contractor made the repairs. Our records do not indicate that Mr. Dervay contacted TCWS to report he was trapped on his property by ice from the leak after the repairs and had requested TCWS to assist him by clearing ice from the roadway near his home. If TCWS had been contacted about the condition and the problem Mr. Dervay mentioned, it would have immediately responded to his residence to assist him. We apologize he was inconvenienced by the ice.

Please contact our office if additional information is required.



Respectfully,

Elise S Christian
Customer Relation Specialist

From: Kirby, Brad [mailto:bwkirby@regstaff.sc.gov]
Sent: Tuesday, September 11, 2012 4:25 PM
To: Elise Christian
Subject: John Dervay Tega Cay complaint 2012-W-1777

Dear Ms. Christian,

This correspondence is sent pursuant to the duties and responsibilities of the Office of Regulatory Staff ("ORS") to investigate complaints affecting the public interest as set forth in S.C. Code Ann. § 58-4-50 (2004 S.C. Act 175). The ORS has received a complaint from John Dervay account #5704510000 at 1114 Palmyra Drive. in Tega Cay, SC.

Please see the attached complaint form. Provide a response to the attached consumer complaint.

Provide the requested information to the ORS on or before September 17, 2012.

Sincerely,

Brad Kirby



Investigator

bwkirby@regstaff.sc.gov
(800) 922-1531 ext. 75206 or
local (803) 737-5206

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Complaint Form

Date: 10/2/2012

Print

Complainant or Legal Representative Information: * Required Fields

Name * john r dervay

Firm (if applicable) resident

Mailing Address * 1114 palmyra drive

City, State Zip * tega cay, sc 29708 Phone * 8032425267

E-mail * jdervay@comporium.net

Name of Utility Involved in Complaint: * tega cay water systems

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

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| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input checked="" type="checkbox"/> Other (be specific) <u>rate increase</u> | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No **Name of ORS Contact:** chad campbell

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Yes..it was repaired shortly after you forwarded my complaint.. but they did nothing for the last two years after receiving numerous complaints...same tactic they used in 2010 rate increase request; ie, don't respond to customer complaints until they want an revenue increase..

From: Campbell, Chad [mailto:ccampbe@regstaff.sc.gov]
Sent: Thursday, September 27, 2012 10:20 AM
To: jdervay@comporium.net
Subject: TCWS Complaint

Mr. Dervay,

This is in response to your complaint regarding a section of pavement in front of 160547 Molokai Drive, Tega Cay. I forwarded your complaint to Tega Cay Water Service, (TCWS) and asked that they provide a response. According to TCWS, the area of pavement referenced in your complaint was repaired on September 25, 2012.

If you have any questions, please contact me at 1-800-922-1531, extension 75194 or via e-mail at ccampbe@regstaff.sc.gov.

Thank You
Chad Campbell
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
803.737.5194 Phone
1.800.922.1594 ext.75194
803.737.4750 Fax

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

This patch is an example of the cavalier attitude of TCWS. Until the ORS was contacted, they refused to fix it despite even the City's complaints. We had the same problem with the huge patch on Spanish Wells as well as patches on private driveways. They

only respond when they want a rate increase, as they did in 2010. I want the PSC to consider the lack of customer service in their deliberations of this issue!

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF york)

I, john r. dervay verify that I have read my complaint filed on 10/02/2012
Complainant's Name * Date *

and know the contents thereof, and that said contents are true. john r dervay

Complainant's Signature *



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